

January 1st, 2013

Snap-on Diagnostics
Repair Facility
5500 Hellyer Avenue
San Jose, California 95138

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CONTACT NUMBERS:
RMA Request: 1-800-424-7226
Service Dept.: 1-800-370-5290
Fax: 408-574-4319

Flat Rate Program Benefits

- When you sell a product you have the ability to provide a comfort level concerning the possible repair cost structure.
- Repair turn-around is faster because estimating and approval time is eliminated.
- The enhanced RMA process eliminates unnecessary in-house repairs and freight costs.
- Allows direct shipment of the product to the customer.
- Program allows you to present a trade-up option when a broken tool is presented.

FLAT RATE PROCEDURE

1. Contact Snap-on Diagnostics to qualify necessity for in-house repair and RMA service approval number as required (1-800-424-7226).
2. RMAs can also be requested on-line for basic service that does not require the assistance of a technical support agent. It can be accessed in the MIC or at: <http://extranet.snapon.com/RMARequestForm.nws>.
3. If a Franchisee directs a customer to Snap-on diagnostic customer service for RMA, only the Flat Rate Suggested List Price will be quoted. If the estimated repairs exceed the Flat Rate, the Franchisee will be contacted for approval.
4. Complete and include a Snap-on Service Repair Form including Franchisee account and regional office details along with Proof of Purchase to assure original software configuration.
5. Include RMA number posted clearly on the outside of the shipping container and on the Service Repair Form.
6. When the Franchisee or customer calls to get the RMA number, the support rep will advise which accessories, cables or adapters are to be sent along with the product to effectively complete the repair. Failure to follow this procedure will result in an additional \$75 charge.
7. All items will be repaired to factory performance specifications.
8. UPS will not ship to a P. O. Box.
9. Must provide a shipping address that will support required signature upon delivery. We guaranty UPS delivery to the door, it is the receiver's liability once left at the doorstep and delivery is confirmed by UPS.
10. Repair estimates will be provided at time of the RMA based upon the current Flat Rate Guide. Call back quotes will not be given unless it is expected that the repair cost will exceed that estimate once the unit is received and reviewed by the repair department.

WARRANTY VALIDATION AND FLAT RATE SYSTEM

CUSTOMER COMMITMENT

Snap-on Incorporated commits to Quality as its number one objective. It is the Quality Policy of Snap-on to:

- Design, manufacture and market products of quality and reliability that constantly meet or exceed the expectations of Snap-on's customers and provide world class service.

SERVICE POLICY

It is the policy of the Service Organization to repair products to the original performance as specified by the manufacturer.

WARRANTY VALIDATION

Warranty validation is made at Snap-on Diagnostics repair facility:

1. Verify warranty registration records. It is the responsibility of the customer to provide warranty registration and proof of purchase (copy of sales invoice) by mail at time of purchase.
2. Verify Proof of Purchase/Sales Receipt along with serial number provided by Snap-on Franchisee.
3. Verify date code of the specific product.
4. Damage due to customer abuse is not covered as stated in product specific warranty documentation.
5. Consumables such as filters, sensors, cables, batteries, adapters, personality keys, CF cards, etc. covered to factory performance levels for 90 days; starting from your First Time Activation date.

NEW PRODUCT WARRANTY

VERUS PRO.....	24-month warranty*
VERUS Wireless	24-month warranty*
VERUS.....	24-month warranty*
VERDICT	24-month warranty*
SOLUS Ultra	12-month warranty
MICROSCAN	12-month warranty
ETHOS.....	12-month warranty
VANTAGE PRO	12-month warranty
Software Upgrades	60-day warranty
FGA 300A and 305A	12-month warranty

These units are not field serviceable. Breaking or removal of the assembly seals on the unit will void any warranty.

THE FLAT RATE SYSTEM

1. If product needs service, inform the customer up front of any potential charges.

2. Must contact Snap-on Diagnostics to clarify necessity for in-house repair and RMA service approval number as required. (1-800-424-7226)
3. Customer makes the decision to have the product repaired.
4. Product is sent to Snap-on Diagnostics San Jose repair facility. Include Service Repair Form with RMA number clearly indicated on the form and the outside of the shipping box.
5. Repairs sent to San Jose repair facility with RMA number and Service Repair Form receive priority service. All repairs that do not include the required RMA and Service Forms will incur an additional \$75 processing charge and may be subject to delays.
6. Include copy of Snap-on Proof of Purchase including serial number as requested.
7. Repairs are made to original performance specs.
8. Snap-on Diagnostics can send repaired product directly to the customer or authorized Franchisee as requested in the service repair form.

SERVICE WARRANTY

All platforms repaired at the Snap-on Diagnostics repair facility under the above policy receive a 180-day warranty on all required repair parts and workmanship or continuation of the original new product warranty, whichever is greater.

Product damage due to leakage of batteries other than product specific Snap-on manufactured, i.e. AA or 9v store bought batteries are not covered by this warranty. We suggest you contact the battery manufacturer for possible coverage.

Software upgrades requiring service or reloading receive a 60-day software warranty.

SHIPPING POLICY

- All WARRANTY repairs will be returned UPS Orange third day delivery at no additional charge.
- All NON-WARRANTY repairs are shipped UPS Orange third day delivery at no additional charge.
- Express shipping can be requested at an additional charge.
- Shipping choice must be specified on Service Repair Form. If form not included repair will automatically ship to Franchisee's address.

*Effective January 1, 2013, any VERUS PRO, VERUS Wireless, VERUS and VERDICT platform sold (first-time activated) after this date will be delivered with a full 2-year factory warranty. Any units sold prior to January 1, 2013 were delivered with a 1-year factory warranty.

NON-WARRANTY REPAIR COSTS

Important notice in regards to the current pricing policy for non-warranty repair on diagnostic products. ALL non-warranty units will incur no less than the Basic Service Charge. The current list price scale is as follows:



Vantage PRO™-Specific Non-Warranty Repair Program

Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$297.00	Includes: Basic Diagnostics and Repair, thumb pad and controls, internal cables, plastic replacement, software reload.
Level II	\$688.00	Includes: Display replacement.
Level III	\$853.00	Includes: Internal PCB and related repairs.



ETHOS™-Specific Non-Warranty Repair Program

Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$192.00	Includes: Basic Diagnostics and Repair, hand grip, thumb pad and controls, internal cables, plastic replacement, software reload.
Level II	\$396.00	Includes: Internal PCB and related repairs.
Level III	\$409.00	Includes: Display replacement and related repairs.



SOLUS™-Specific Non-Warranty Repair Program

Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$351.00	Includes: Basic Diagnostics and Repair, hand grip, thumb pad and controls, internal cables, plastic replacement, software reload.
Level II	\$903.00	Includes: Internal PCB and related repairs.
Level III	\$1039.00	Includes: Display replacement and related repairs.

The Basic Service Charge is included in all Levels of service.
 Un-repairable core damage will require a replacement quote.
 Units poorly packed and damaged in freight will be the responsibility of the shipper.

NON-WARRANTY REPAIR COSTS

SOLUS PRO™-Specific Non-Warranty Repair Program



Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$297.00	Includes: Basic Diagnostics and Repair, hand grip, thumb pad and controls, internal cables, plastic replacement, software reload.
Level II	\$406.00	Includes: PCB refurbishment and related repairs.
Level III	\$688.00	Includes: Physically damaged PCB and related repairs.
Level IV	\$879.00	Includes: Display replacement and related repairs.

SOLUS Ultra™-Specific Non-Warranty Repair Program



Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$297.00	Includes: Basic Diagnostics and Repair, Plastic replacement, software reload.
Level II	\$688.00	Includes: Physically damaged PCB and related repairs.
Level III	\$879.00	Includes: LCD and touchpad and related repairs

MODIS™-Specific Non-Warranty Repair Program



Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$297.00	Includes: Basic Diagnostics and Repair, thumb pad and controls, 110v converter, battery, internal cables, fuses, fan, filters, software reload, plastic housing.
Level II	\$688.00	Includes: Repair of LSPI (Scope Plug-in Module) or SCPI (Scanner Plug-in Module).
Level III	\$1,268.00	Includes: Internal PCB replacement and related repairs.
Level IV	\$1,468.00	Includes: LCD Display replacement and related repairs.

VERDICT™ D7-Specific Non-Warranty Repair Program



Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$148.00	Includes: Software Re-image, Plastic Replacement, software reload.
Level II	\$374.00	Includes: Internal Hard drive, Secondary Internal PCBs and related repairs.
Level III	\$570.00	Includes: LCD and Touchpad and related repairs.
Level IV	\$872.00	Includes: Array PCB Assy and related repairs.

The Basic Service Charge is included in all Levels of service.
 Un-repairable core damage will require a replacement quote.
 Units poorly packed and damaged in freight will be the responsibility of the shipper.

NON-WARRANTY REPAIR COSTS

VERUS™-Specific Non-Warranty Repair Program



Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$364.00	Includes: Software Re-image, Plastic replacement, end grips, thumb pad assembly, fan and filters, speaker, inverter assy, internal cables, screen protector.
Level II	\$578.00	Includes: Display Touchpad and related repairs.
Level III	\$674.00	Includes: Internal Hard drive and HDD cables, SSM Module and related repairs.
Level IV	\$1,239.00	Includes: LCD and touch pad, CPU module and related repairs.
Level V	\$1,759.00	Includes: Array PCB Assy and related repairs.

VERUS Wireless (display unit only)-Specific Non-Warranty Repair Program



Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$323.00	Includes: Software Re-image, Plastic replacement, end grips, thumb pad assembly, fan and filters, speaker, inverter assy, internal cables, screen protector.
Level II	\$547.00	Includes: Internal Hard drive, Display Touch Pad and related repairs.
Level III	\$957.00	Includes: LCD and Touch Pad and related repairs.
Level IV	\$1,230.00	Includes: Array PCB Assy and related repairs.

VERUS PRO™ D10-Specific Non-Warranty Repair Program



Basic Service Charge	\$115.00	Minimal handling and process charge.
Level I	\$165.00	Includes: Software Re-image, bottom housing, bezel and screen protector
Level II	\$310.00	Includes: Replace top housing, secondary PCB and USB port.
Level III	\$429.00	Includes: Replace HDD, Camera and Computer memory.
Level IV	\$561.00	Includes: LCD and Touchscreen Assy and related repairs.
Level V	\$868.00	Includes: PCB Assy and related repairs.

The Basic Service Charge is included in all Levels of service.
 Un-repairable core damage will require a replacement quote.
 Units poorly packed and damaged in freight will be the responsibility of the shipper.

NON-WARRANTY REPAIR COSTS



FGA™-Specific Non-Warranty Repair Program

Basic Service Charge EEEE300A EEEE305A	\$362.00 \$401.00	Includes: Inspect, test, troubleshoot, filter set, replacement pump if required and calibration.
Level I EEEE300A EEEE305A	\$712.00 \$787.00	Includes: Items in Basic Service Charge and replace O2 and Nox sensors.
Level II EEEE300A EEEE305A	\$1,378.00 \$893.00	Includes: Basic Service Charge, Level 1 and replace main PCB.
Level III EEEE300A EEEE305A	\$2,163.00 \$1,798.00	Includes: Basic Service Charge, Level 1 and replace Gas Bench.
Level IV EEEE300A EEEE305A	\$2,971.00 \$1,909.00	Includes: Basic Service Charge, Levels 1 & 2 and replace Gas Bench.

The Basic Service Charge is included in all Levels of service.
 Un-repairable core damage will require a replacement quote.
 Units poorly packed and damaged in freight will be the responsibility of the shipper.

VERUS PRO, VERUS WIRELESS, VERUS, VERDICT, MODIS, SOLUS ULTRA, SOLUS PRO, SOLUS, ETHOS and VANTAGE PRO NOTES

- Repaired units are brought to original performance specifications and include a 180-day warranty for the replacement parts and workmanship.
- Repaired units will be shipped back to Franchisee with the same software as when sent in unless otherwise requested. Proof of Purchase is REQUIRED for original platform purchase, as well as any additional software purchase to assure that unit is returned with the correct bundle software.
- All non-warranty repaired units will be shipped back to the Franchisee or customer via UPS Orange.
- Optional UPS Red or Blue return is available at an additional charge as listed.

FGA NOTES

- Repaired FGA units are returned to original performance specifications and include a 90-day warranty for the replacement parts and workmanship.
- All non-warranty repaired units will be shipped back to the Franchisee or customer via UPS Orange.
- Optional UPS Red or Blue return is available at an additional charge as listed.

NON-WARRANTY REPAIR AND SHIPPING COSTS

Software Upgrade Non-Warranty Repair Program

Software upgrades for VERUS PRO, VERUS WIRELESS, VERUS, VERDICT, MODIS, SOLUS ULTRA, SOLUS PRO, SOLUS, ETHOS and Vantage PRO, include a 60-day software warranty. See Software License Agreement for more details.

Non-warranty software service or reloads required are covered in the repair Level 1 listed for the specific product.

Software repairs or reloads include a 60-day software service warranty. Return freight policy is indicated by specific product.

General Diagnostic-Specific Non-Warranty Repair Program

PRODUCT	DESCRIPTION	FLAT RATE SUG. LIST	OPTIONAL UPS RED	OPTIONAL UPS BLUE	UPS ORANGE
SC	Basic Service Charge (excluding FGA – see table on page 5)	\$90.00	\$26.00	\$12.00	Included
EESC717	MICROSCAN	\$216.00	\$26.00	\$12.00	Included
ScanModule3	Wireless Scanner Lv.1	\$135.00	\$26.00	\$12.00	Included
ScanModule3	Wireless Scanner Lv.2	\$258.00	\$26.00	\$12.00	Included
EETA113B	Pass-Thru-Pro II	\$350.00	\$36.00	\$15.00	Included
EETA308A	Low Amp Probe	\$200.00	\$26.00	\$12.00	Included
SIA 2000	Module	\$582.00	\$36.00	\$15.00	Included
SIA 2000	Leads (each)	\$242.00	\$26.00	\$15.00	Included
M4LabScope	Scope/Multimeter	\$360.00	\$26.00	\$12.00	Included
VerdictM2	Wireless Meter Lv.1	\$154.00	\$36.00	\$15.00	Included
VerdictM2	Wireless Meter Lv.2	\$586.00	\$36.00	\$15.00	Included

UPS Shipping Costs

Platform Description	Optional UPS Red	Optional UPS Blue	UPS Orange
ETHOS	\$66.00	\$36.00	Included
SOLUS/SP/ULTRA	\$66.00	\$36.00	Included
VERDICT	\$66.00	\$36.00	Included
Vantage PRO	\$66.00	\$36.00	Included
MODIS	\$92.00	\$71.00	Included
VERUS/WIRELESS/PRO	\$92.00	\$71.00	Included
FGA	\$92.00	\$71.00	Included